

**Figure 1**

Attributes		
Attributes	Condition	Value
<input type="text"/>	<input type="text" value="contains"/>	<input type="text"/>
<input type="text" value="subject"/>	<input type="text" value="contains"/>	<input type="text" value="redirect"/>
<input type="button" value="New"/>		

Actions	
Action	Value
<input type="text" value="redirect"/>	<input type="text" value="aaa@aaa.com"/>
<input type="button" value="New"/>	

Fig. 2A

Logo

Icon

Icon

?

Save

Cancel

Save& New

Delete

Spell check

Category Entry

Name: Job Inquiries

Hot Key: Job

Descriptions:

Template Text:

Thank you for contacting us about employment. We will be getting back to you shortly.

Parent Category: root

Recipients

Keep Thread Ownership

include incoming Attachments

View

Delete

Attachment

View

Delete

To (Original sender)

To (Original sender)

Fig. 2B

Logo

Icon

Icon

?

Save Cancel Save& New Delete Spell check

Queue Entry

Name: Amanda Sullivan

Descriptions: Sales results and inquiries

Timeout: 0 nonrulers

Reroute To: administrator

Users

Ad administrators Alvin Chimunk Amanda Sullivan Anne Levin Andy Giosso BrianDevez Chris Chalmers

Assigned Users

Mark Guensy Peter Smith Sam Sorenson

Add

Fig. 3

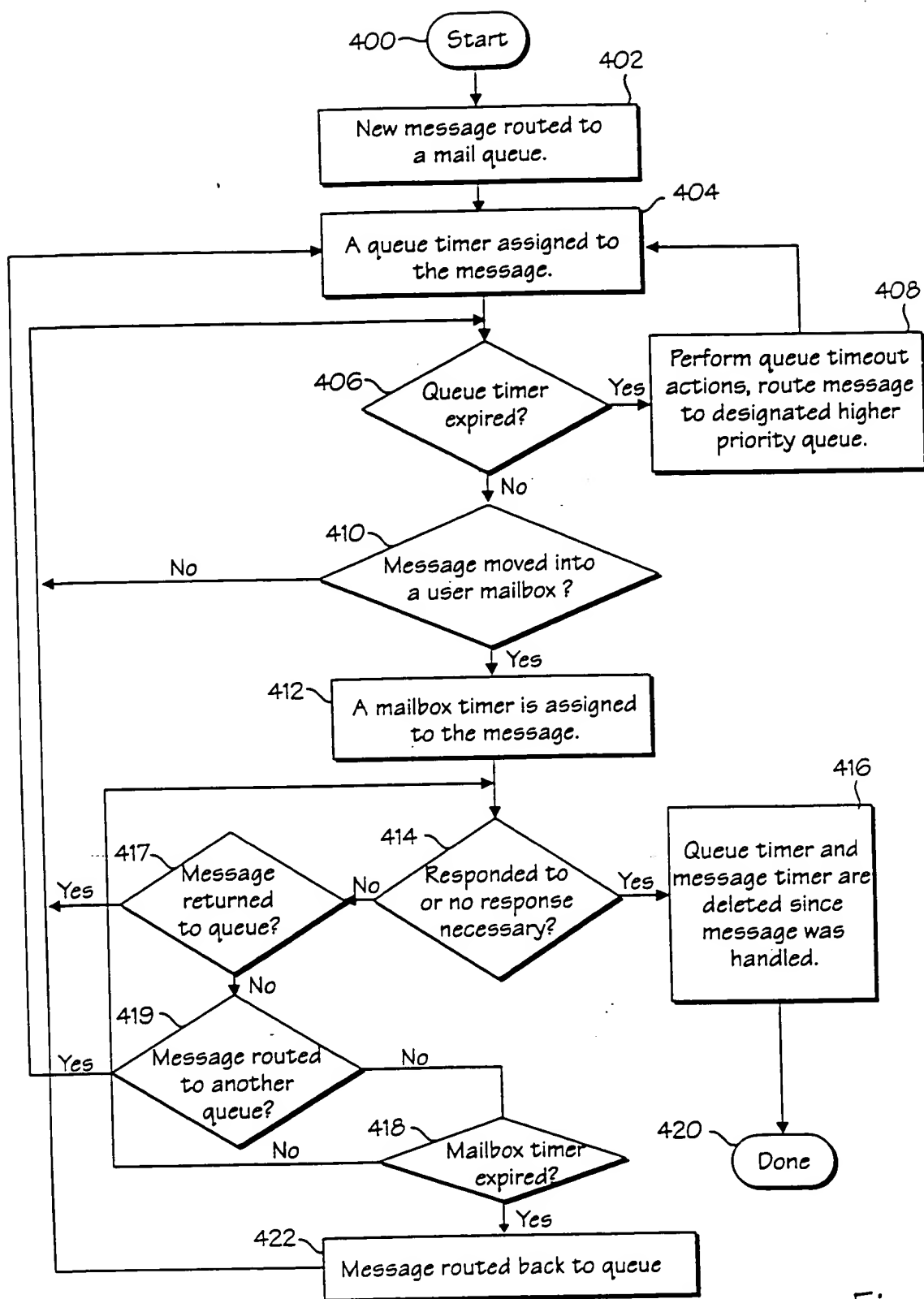


Fig. 4

Logo

Icon

Icon

?

Save

Cancel

Save & New

Delete

Spell check

↕

User Entry

Name: Amanda Sullivan

Password: \*\*\*\*\*

Confirm Password: \*\*\*\*\*

Description:

Allow Administrative Functions

☒

Vacation Mode - Mail is routed to: administrator

☐

Assigned Queues

Queues

Fig. 5

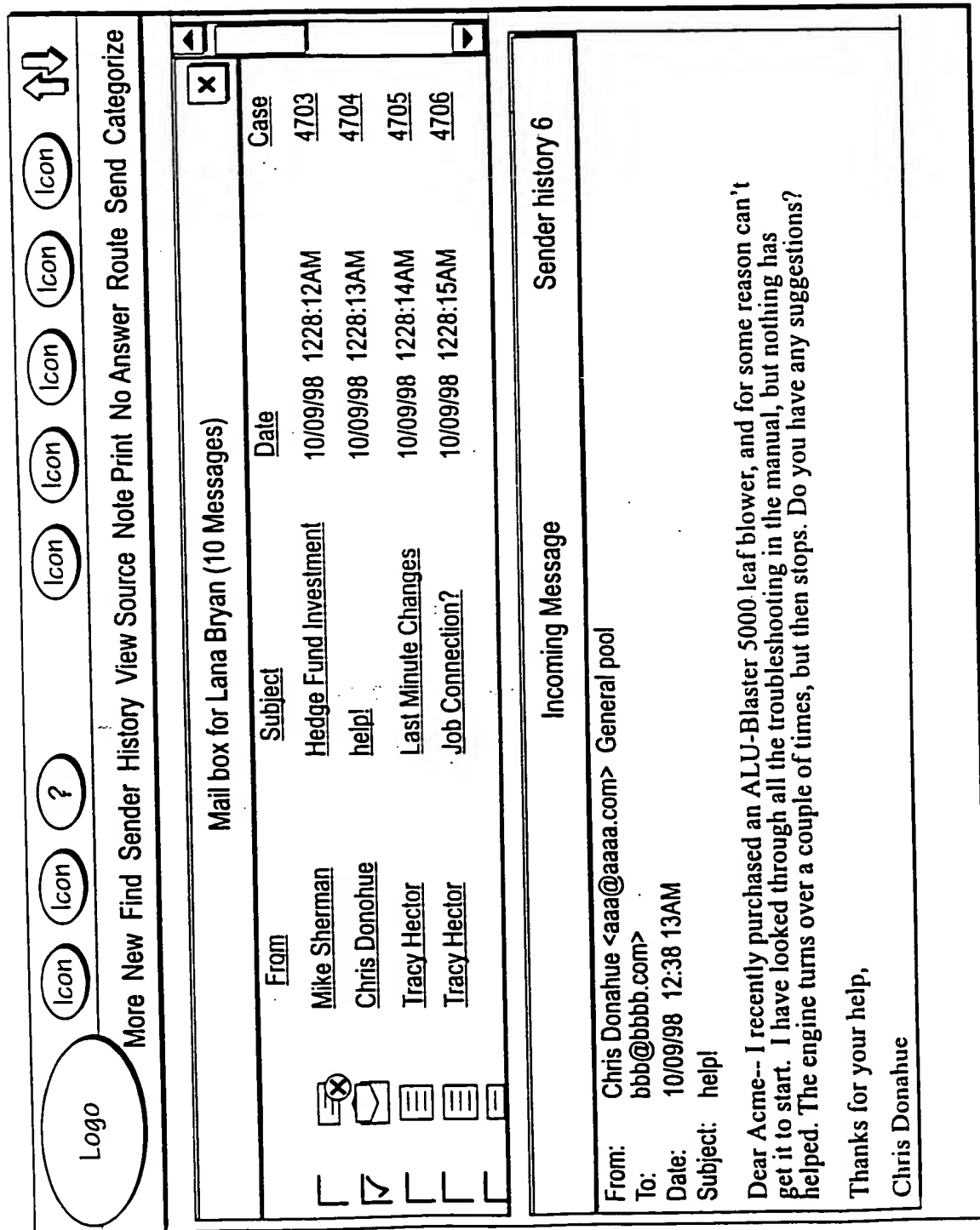


Fig. 6

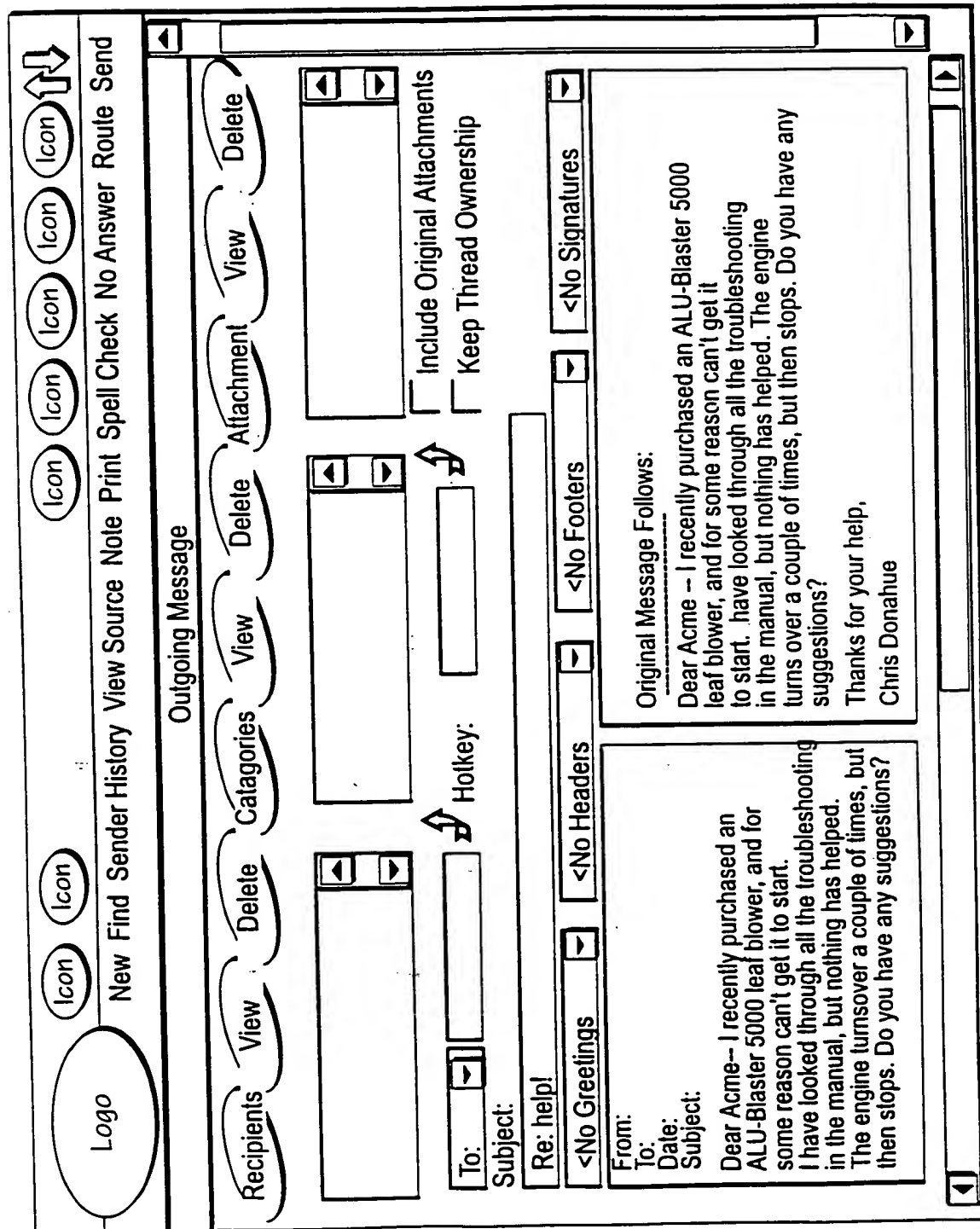


Fig. 7



Address Book

Adam Sandler  
Andy Administrator  
Anna Landau  
Curt Customer Service  
David Adler  
David Prock  
Dusta Spark  
Engeneering  
Eric Fabieli  
Hogenne Choi  
International  
Jared Lovell  
Jason Cohen  
Jason Leversque  
Jason Smith  
Joe Help  
Julie Underaciker  
Karen Hulerfgbaugh  
Karen Quemmen  
LE Clubhouse  
LE Express  
Marcus Kong

To

CC

BCC

Forward

Collaborate

Redirect

<<Remove

View

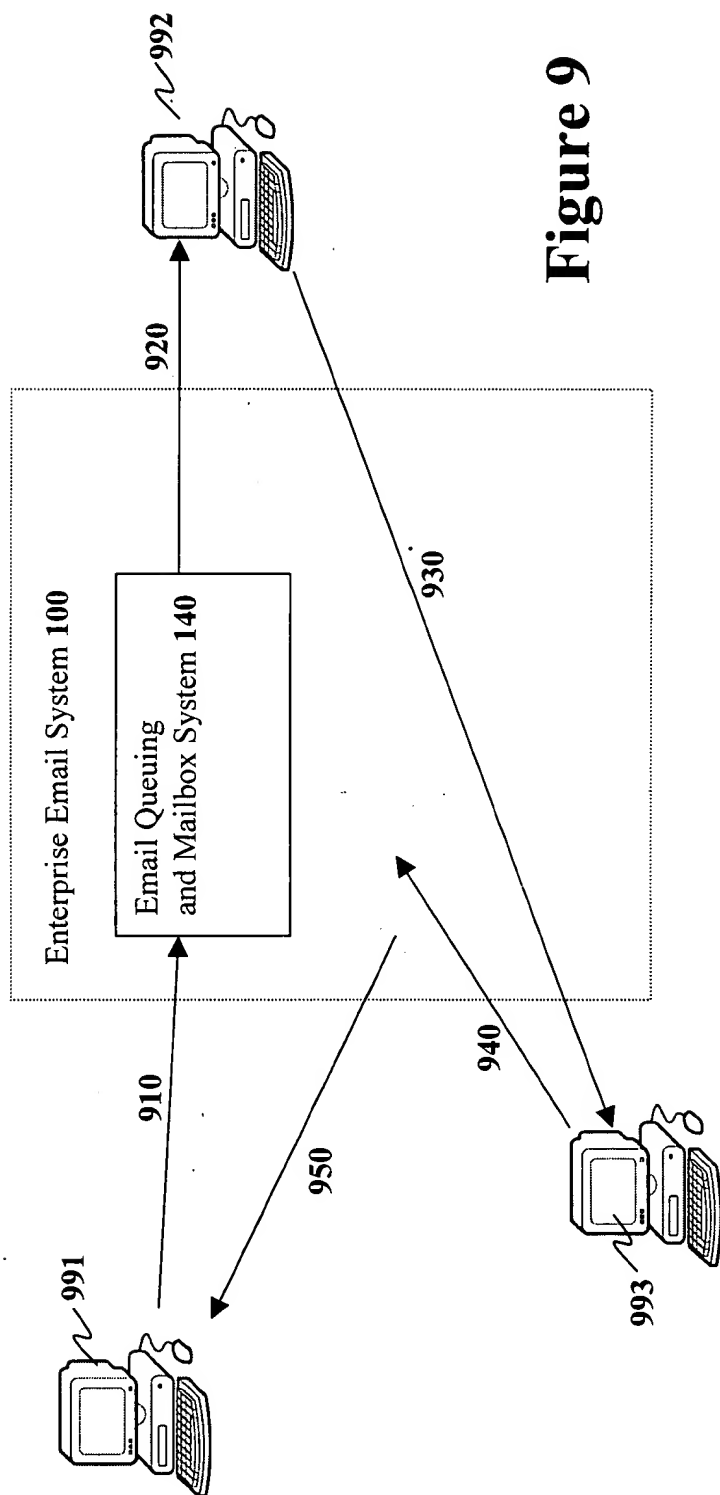
OK

Cancel

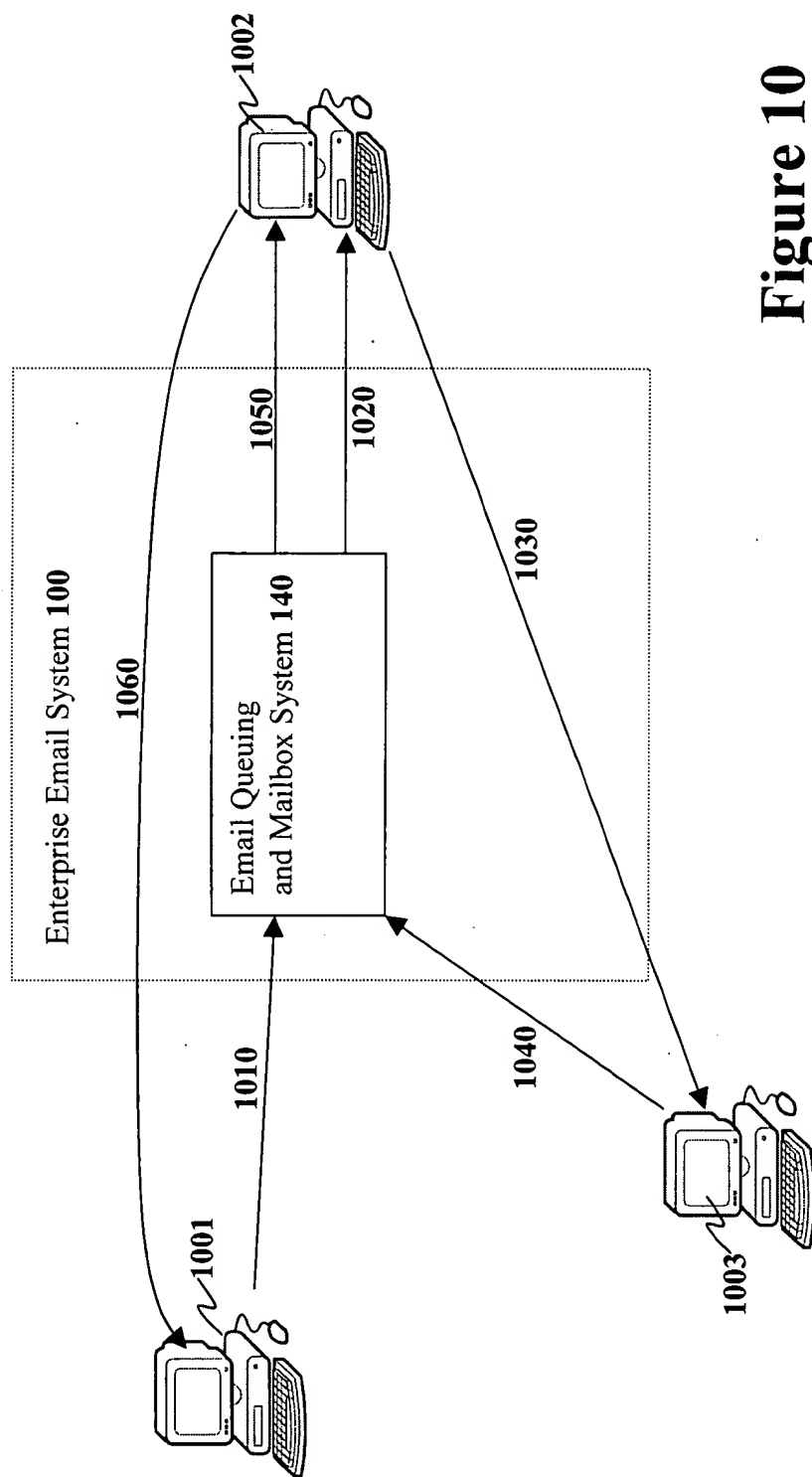
Assigned Recipients

To: <Original Sender>

Fig. 8



**Figure 9**



**Figure 10**